



AUTO REPAIR & SMOG CHECK NEWS

Volume 1, Number 1



July–September 2006



Who's Who in BAR Field Office Management

FIRST IN A SERIES

The Department of Consumer Affairs/Bureau of Automotive Repair (DCA/BAR) operates 12 field offices across the state. Staff who work in these offices answer questions, provide consumer and industry educational workshops, and generally help automotive repair dealers comply with Auto Repair Act requirements. In addition, the field offices help resolve the auto repair concerns of California consumers through negotiation and mediation of disputes with auto repair shops and smog check stations, and when necessary, enforcement against shop owners who fail to comply with the law.

In the next few editions of the *Auto Repair & Smog Check News* (AR&SC News), readers will be introduced to the managers and supervisors who are responsible for activities in each of the field offices. All of these managers and supervisors can be contacted at the field office telephone numbers listed on the back page.

BAR's field office structure is organized and managed by seven highly experienced staff members, some of whom provide supervision and management statewide and others who manage on a regional basis. Following are the short biographies of the field office management team.



Wayne Ramos

Auto Repair Program Manager, Statewide

Wayne Ramos has been with BAR for more than 18 years. He currently manages the statewide Automotive Repair Field Operations and Enforcement Program in the BAR

field offices. He began his career in the San Francisco field office, and also served as the supervisor in other BAR field offices including Merced, Concord, and Fresno, and as regional enforcement coordinator in Hayward.

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Next Generation ET Program Launches

Using a phased-in process, the Bureau of Automotive Repair's (BAR) Next Generation Electronic Transmission (NGET) Program was launched on May 30 and completed statewide on June 19.

Under a new contract with BAR, all Smog Check stations are now being served by SGS Testcom, which was awarded the contract as a result of competitive bidding. SGS Testcom replaces MCI, who had held the contract for the service for the last 10 years.

"This transition was a tremendous project," said BAR Deputy Chief Mike Vanderlaan, who was in charge of the NGET Program. "California is the first location in the world to convert 140 million smog inspection test records from one contractor to another in a decentralized Smog Check Program."

The transition began on Tuesday, May 30, with 500 stations in Sacramento, El Dorado, and Placer counties (as well as all state referee stations) being the first to be brought on board by SGS Testcom.

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Deputy Chief Mike Vanderlaan directs NGET team members (left to right) Amanda Pain, Joe Pedrosa, Debbie Balaam, and Mark Duewel.



New Customer Work Authorization Requirements in Effect

New regulations authorized by Assembly Bill (AB) 1079 now make it easier for shops to get authorization for additional repairs from customers who may be difficult to locate.

AB 1079, which went into effect January 1, 2005, amended Business and Professions Code section 9884.9 by adding a provision that allows a customer to designate another person to authorize work or parts supplied in excess of the estimated price of repair. Title 6, Chapter 1, Article 7, section 3353(f), adopted by BAR, became operative on May 17, 2006.

Under the regulations (section 3353(f)), repair shops are required to use a specially designed form to allow customers to designate another person to authorize additional work or parts not included on the original estimate. Shops can simply clip out the form (shown below), make copies, and have it on hand when a customer may wish to designate someone else to authorize additional repairs or parts. Shops may also choose to have the form incorporated into their work order.

“This simple form is an advantage to both consumers and shops,” explained Jim Allen, BAR legislative coordinator. “Customers can designate someone to authorize repairs if they are going to be unavailable, and shops won’t have their repair orders held up

because they aren’t able to reach anyone who can authorize additional repairs.”

Allen added that, in taking testimony at regulation hearings held in South El Monte on October 5, 2005 and in Sacramento on October 7, 2005, some shop owners acknowledged they sometimes had disputes with customers over the authorization issue.

In some instances, customers contested additional repairs because they were authorized verbally by someone they had not specifically designated.

The new regulations also prohibit auto repair dealers from accepting ineligible designees. Those not eligible to be designees include the auto repair dealer providing the repair service, an insurer involved in a claim that involves the vehicle being repaired, and employees, agents, or other persons acting on behalf of the dealer or insurer.

The designation form must be completed in duplicate, and the original signed and dated form must be attached to the repair shop’s work order, if not incorporated into it, and retained along with all other repair documents. The copy goes to the customer for his or her records.

A copy of the designation form, as specified in subsection (f) of section 3353, is provided below.

Designation of Person to Authorize Additional Work or Parts

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-mail Address: _____

Name of Customer: _____ Work Order No.: _____

Date: _____

(Customer's Signature)





DCA/BAR Outreach Plan in High Gear

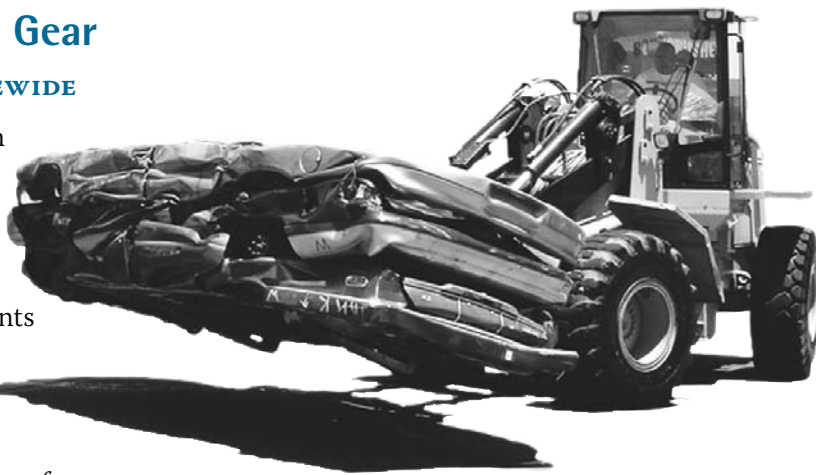
MULTIPLE SPRING EVENTS PLANNED STATEWIDE

California consumers received information from the Department of Consumer Affairs and the Bureau of Automotive Repair (DCA/BAR) on a wide range of topics, including tips on automotive repair, the Smog Check Program, and the Breathe Easier campaign at multiple events held statewide in February, March, and April.

In celebration of Earth Day on April 22 and 23, DCA/BAR participated in five events, including:

- Sacramento Earth Day Network on the campus of California State University, Sacramento
- Sacramento West Campus High School Neighborhood Safety Fair sponsored by the Parent Teacher Student Association (PTSA)
- Earth Day at the California Academy of Science in San Francisco
- State Agency Expo in Arcadia sponsored by Senator Bob Margett
- Western Riverside County Council of Governments' 2nd Annual Car Care for Clean Air Community Event

Similarly, in late February, DCA and BAR staffed a booth at the 2006 Black Expo, sponsored by the Observer Media Group, to coincide with Black History Month, and targeted business opportunities and information for the African-American consumer.



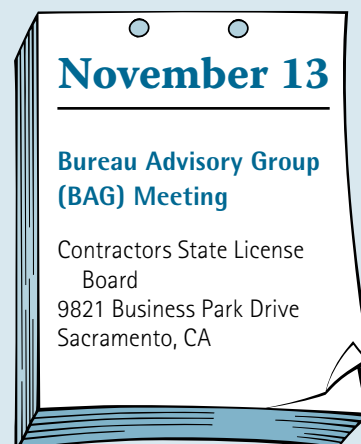
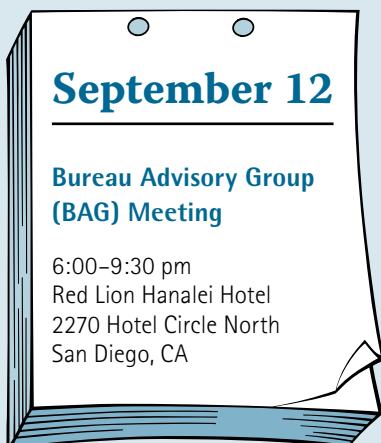
The Car Crush was a popular attraction at a recent outreach event in Fresno, California.

On March 25, Valley CAN (Clean Air Now) sponsored a Tune-In and Tune-Up event in Bakersfield. At that event, BAR Engineering staff tested over 500 vehicles using its Remote Sensing Device. Valley CAN provided vehicle owners a repair voucher (redeemable at a local Gold Shield repair facility) if their vehicle failed its emissions test.

At these events, DCA and BAR distributed information about the Breathe Easier campaign, driving tips, landlord/tenant issues, small claims court, telemarketing, arbitration certification (related to Lemon Laws), and consumer self-help.

Calendar

Upcoming events and happenings for September and November 2006.





How to Avoid Consumer Complaints: Keep the Customer Informed

By Stan Nowotenski

FIRST IN A SERIES



The California Automotive Repair Act (ARA) requires automotive repair shops to follow sound business practices in their relationships with their customers that include the following four basic rules:

- Keep the customer informed.
- Do only work that has been authorized.
- Keep a written record of all work performed and parts supplied.
- Give copies of work orders and final invoices to the customer.

Keeping the customer informed is a primary objective, not just because it is part of the ARA, but because it is the key to establishing a long-term, mutually beneficial relationship with the customer. Getting your relationship with a new customer off to a good start begins with the first conversation and the completion of the written estimate, which will eventually become your work order. Service writers and managers should also understand that the written estimate is protection for both the customer and the shop. It is designed to clearly identify the work that the shop will complete as well as the parts that will be installed and at what price.

According to Bureau of Automotive Repair (BAR) data, the biggest reason consumers file complaints against shops is because the repairs completed did not fix the problem and they had to take the vehicle back for more repairs. How embarrassing for the shop and frustrating for the vehicle owner! Not fixing the problem results in customers losing trust in the repair services you've recommended and performed.

One of the key elements in fixing a problem starts with a proper diagnosis. A proper diagnosis includes the collection of information through a detailed conversation with the customer. That means a dialogue—one that includes probing questions that reveal the true nature of the problem the motorist is experiencing with the vehicle—is a very good first step. Keep in mind that the customer may not understand the unique relationships that exist among the various systems on a vehicle.

Take the time to explain why you believe your diagnosis will fix the car. Or, that more time is needed to conduct in-depth diagnostics before you can identify the source of the problem and prescribe the action needed to

fix it. A reasonable customer can understand that more exploration may be necessary—what they won't understand is why the problem was not fixed and why you didn't ask them the right questions, or didn't listen to their concerns.

Once you have informed your customer about the diagnosis you'll be performing, and he or she has agreed by authorizing the written estimate with a signature, the work can begin. Remember to ask the customer if they'd like to see or have their old parts returned. At this point, your first opportunity has presented itself to begin an ongoing relationship.

Keep your customers informed when additional repairs that aren't listed on the original estimate/work order are needed or recommended. Under the ARA, shops are required to get authorization for any additional work and provide the customer with revised or additional costs before the actual work begins. Those customers may not be happy they may have to spend more money to get their vehicles repaired, but they will appreciate the information you provide to them, especially if it's conveyed in a professional manner.

To protect yourself and to keep your customer informed, authorization for additional repairs must be documented on the estimate/work order with the parts, labor, and cost listed. In addition, the method used to obtain the customer's authorization (verbal, fax, electronic), and the name, date, time, telephone or fax number, and/or the e-mail address must be indicated on either the work order, fax, or e-mail document and attached to the work order.

Recent legislation also contains a provision that allows a customer to designate another person to authorize work or parts supplied in excess of the estimated price (see full story on page 2).

After the work on the vehicle has been completed and the customer arrives to pick it up, go over the final invoice. Point out all the service work done and any parts supplied, indicating whether they are new, used, rebuilt, or reconditioned, and if any crash parts are Original Equipment Manufacture (OEM) or non-OEM after market parts.

Each time you inform your customer about what's happening with his or her vehicle, you're reducing the likelihood that your customer will be unhappy.



BAR Field Offices Provide Variety of Services to Shops and Technicians

By Rick Fong



As industry Ombudsman for the Bureau of Automotive Repair, I get many calls from automotive technicians as well as shop owners and managers about issues that can sometimes be resolved at one of the 12 local Bureau of Automotive Repair (BAR) field offices located across the state.

While it is my job to act as an independent, unbiased, negotiator in conflicts between shops and BAR, attempts to resolve a conflict should first be made at the field office level before being brought to me.

Most of the callers I speak to think the BAR representatives in field offices engage only in enforcement activities. Very few have contacted a field office to ask for help or clarification, and some don't even know they exist or where they're located. (Check

the back page of *Auto Repair & Smog Check News* for a list of the 12 field offices and their phone numbers.)

BAR field offices should be considered a valuable resource to help resolve various types of concerns and provide general support and expertise to automotive repair shops. When those issues cannot be resolved, shop owners, managers and technicians are urged to call me.

Some of the services offered by BAR field offices include:

- Technical advice and coaching on general automotive, Smog Check, and Consumer Assistance programs.
- Help with Emission Inspection Systems (EIS) manufacturers who may not be responsive to technician or shop owner requests.

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Enforcement Monitor Briefs BAG Members on Latest Findings

During the May 15 meeting of the Bar Advisory Group (BAG), David Howe, Bureau of Automotive Repair (BAR) Enforcement Monitor, announced that he had nearly completed his reviews of targeted programs and processes.

As a result, Howe issued a second report at the end of May that outlined his latest areas of inquiry and recommendations on various BAR issues, including:

- Binding arbitration—investigated other organizations that use this option. It was determined that it is an expensive alternative and would not be useful for BAR.
- Constructive fraud—explored ways to define and improve the understanding of this difficult concept among service writers and others who prepare work orders.
- Shop management software—found that there are approximately 60 different software packages in use. This has created a fragmented system, making it difficult to create consistent communication with consumers. Howe recommended that firms begin working to make their software comply with existing regulations.
- Trade standards for brake and suspension repair—found that there is a lot of misunderstanding and

fraud around brake repairs, and that perhaps some trade standards could be developed on how brakes are diagnosed and explained to consumers.

Howe added that he will likely issue a final report later in the year that will follow up on recommendations he made in his two previous reports.

In other business, director Jack Colbourn gave a presentation about a new "Spare the Air" public information campaign by the San Francisco Bay Area Air Quality Management District (BAAQMD). Twenty-three transit operators in the district are offering free rides on designated Spare the Air days as part of the campaign.

Editor's Note: BAR is hosting six meetings with its Bureau Advisory Group (BAG), which includes individuals who represent consumers, industry, education and environmental interests. The public meetings are being held at various locations around the state and are designed to enhance communication among BAR, the BAG members, consumers, and industry members. Meeting dates and locations can be found on the ARESC News calendar and the BAR web sites at www.autorepair.ca.gov or www.smogcheck.ca.gov.





Who's Who *continued from cover*

More recently, he managed and coordinated smog check field operations and enforcement activities statewide. He graduated from Chabot College with an Associate of Arts degree in Automotive Technology. He also worked for nearly 10 years as an ASE-certified master technician for several dealerships in the San Francisco Bay Area and was a licensed Smog Check Technician.



Bob Machado

Auto Repair Program Manager, North Region

Bob Machado is the Auto Repair Program Manager responsible for the operations in five Northern California field offices, including Sacramento, Richmond, Fresno,

San Jose, and Bakersfield. He began his career with BAR in 1984 in the Hayward field office after working in the automotive industry for more than 17 years as a journeyman line mechanic and service manager. He opened BAR's Modesto field office when the area was brought into the Smog Check Program and in 1994 transferred to Sacramento where he was instrumental in developing auto body investigations.



Ken Wardlow

Auto Repair Program Manager, South Region

Ken Wardlow manages auto repair activities for the six Southern California BAR offices including Oceanside, Valencia, South El Monte, Riverside, Placentia, and Culver City.

He joined BAR in 1979 after working for the California Highway Patrol fleet maintenance unit, and in a special projects emissions laboratory for the Air Resources Board. He was an automotive repair technician before being drafted into the U.S. Army, where he worked in the motor pool. Prior to his current position, he worked as a field investigator and has supervised both the Smog Check and auto repair functions.

Governor Names Assistant BAR Chief

Governor Arnold Schwarzenegger has named Dennis Kenneally to serve as Assistant Chief of the Bureau of Automotive Repair (BAR).

Kenneally has already had a distinguished career in the military, both on active duty and in the reserves, retiring with the rank of Major General. He has also served as advisor to the CEO of Maxim Systems, Inc., and the Vice-President of Pedus Services. He also was a Special Assistant, Chief Deputy, and Assistant Sheriff in the San

THE OMBUDSMAN *continued from page 5*

- Advice on how to be and stay in compliance with the Automotive Repair Act.
- Training presentations on "Write it Right."
- Copies of brochures, newsletters, and booklets to help educate you and your customers.
- Licensing information.

The BAR Web site can also be helpful. There is a wide variety of information there that can be downloaded.

A click on "Technicians & Stations" will give you a wealth of information including the technician's exam preparation booklet, ASM testing procedures and a list of BAR-certified training classes to name a few. You can also use the Smog Technician Licensing Flow Chart on the Web site to determine what classes and experience are needed to become a smog technician.

My advice is to check the back page of the *Auto Repair & Smog Check News* for the telephone number of the BAR Field Office nearest you. You may find just the help you need during a difficult repair or some good advice on how you can advance your career in the automotive repair industry.

Editor's Note: The Ombudsman serves as an impartial and independent liaison between BAR and auto repair registrants and Smog Check licensees when they are unable to [or do not wish to] resolve issues of concern directly with BAR management. Station owners and managers may contact Mr. Fong by telephone at (916) 255-2893, or via e-mail at BAR_ombudsman@dca.ca.gov.

Diego County Sheriff's administration. He is also the former Executive Director of Parole Hearings at the California Department of Corrections and Rehabilitation.

During six years of his 42-year career, he served as Deputy Assistant Secretary for the U.S. Department of the Air Force. One of his first jobs was in the service department of an automotive dealership.

Kenneally is a resident of both San Diego and Sacramento.



SMOG CHECK NEWS

Who's Who in Smog Check Field Office Operations

FIRST IN A SERIES

The Smog Check management team includes four managers who supervise field office staff and operations such as the Clean Car Program, and other Smog Check related functions. Team members are:



Richard (Dick) Sullivan

Smog Check Program Manager, Statewide

Dick Sullivan manages BAR's statewide Smog Check Field Operations and Enforcement effort in all 12 field offices. He joined BAR in 1983 in the San Jose office, and six

months later moved to Sacramento where he worked in both the Smog Check and Auto Repair programs. In 1997, he was appointed to the Auto Body Repair Task Force, and later served as the supervisor of BAR's Registration Enforcement Unit which pursues unlicensed activity in the industry. His automotive repair industry experience includes more than 14 years as a heavy-duty engine and transmission technician and service manager at both independent repair shops and General Motors car dealerships.



Tom Hopkins

Smog Check Program Manager, Headquarters Operations

Tom Hopkins manages the Smog Check Program's headquarters office and has been with BAR since 1983, when he began working in

the Sacramento field office. In his varied enforcement duties, he interacts with the California Attorney General's Office to negotiate and settle cases. His lifelong passion for the automotive arena also includes nearly 10 years as a technician specializing in the repair of import cars, as well as serving as a pit crew member for various auto racing teams.



Artie Wu

Smog Check Program Manager, South Region

Artie Wu manages Smog Check field operations and enforcement for six Southern California BAR offices located in Oceanside, Valencia, South El Monte, Riverside, Placentia,

and Culver City. He joined BAR in 1983 after working as a warranty administrator for Chrysler Corporation for 13 years, and as a technician at several Ford Motor Company dealerships.



Marty Gunn

Smog Check Program Manager, North Region

Marty Gunn was recently named Program Manager in the Smog Check Field Operations and Enforcement Program, where he manages six Northern California Smog

Check field offices, including Sacramento, South San Francisco, San Jose, Richmond, Fresno, and Bakersfield. He also acts as BAR's liaison to the Smog Check Inspection and Maintenance Review Committee. A 1984 graduate of Oxnard College with an Associate of Science Degree in Automotive Technology, he is certified by the National Institute for Automotive Service Excellence (ASE) as a Master Auto Tech with Advanced Engine Performance (A1 - A8 & L1). He is also an ASIA (now AAIA) World Class Technician in the Automotive Hall of Fame as well as a licensed EA Smog Tech and Clean Air Car Course Instructor. Prior to joining BAR in 1994, he worked as an automotive repair technician for more than 10 years.

Smog Techs Required to Do Homework Before 2007 Update Class Begins

Smog technicians whose licenses expire after December 31, 2006, are required to take the 2007 Smog Check Technician Update training course to renew their licenses.

Technicians are expected to obtain and read course materials (e.g., textbooks, student syllabus, magazine articles) before classes begin. All course materials can be obtained from the BAR-certified school of their choice. Schools are expected to be offering the course beginning in late August 2006.

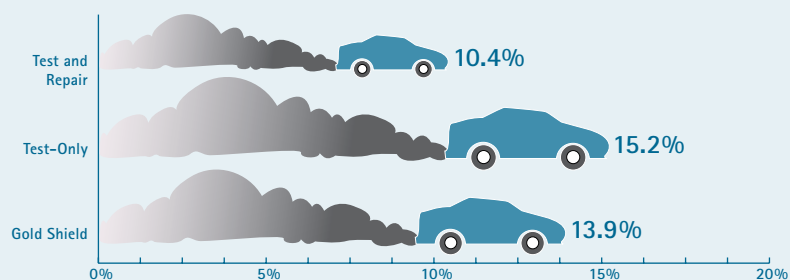
The new course was designed with the assistance of the Educational Advisory Committee, which is made up of professional educators. According to Wayne Brumett of BAR's Standards and Training Unit, the course consists of a minimum of 12 hours, which includes both lecture and laboratory examinations.

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Snapshot—January 1, 2006 to March 31, 2006

STATEWIDE FAILURE RATES BY STATION TYPE



SMOG CHECK TECHNICIAN TEST RESULTS

License Class	# Tested CYTD	# Pass CYTD	% Pass CYTD
EA	627	296	47%
EB	19	9	47%

STATEWIDE FAILURE RATES BY SPECIFIC STATION TYPE

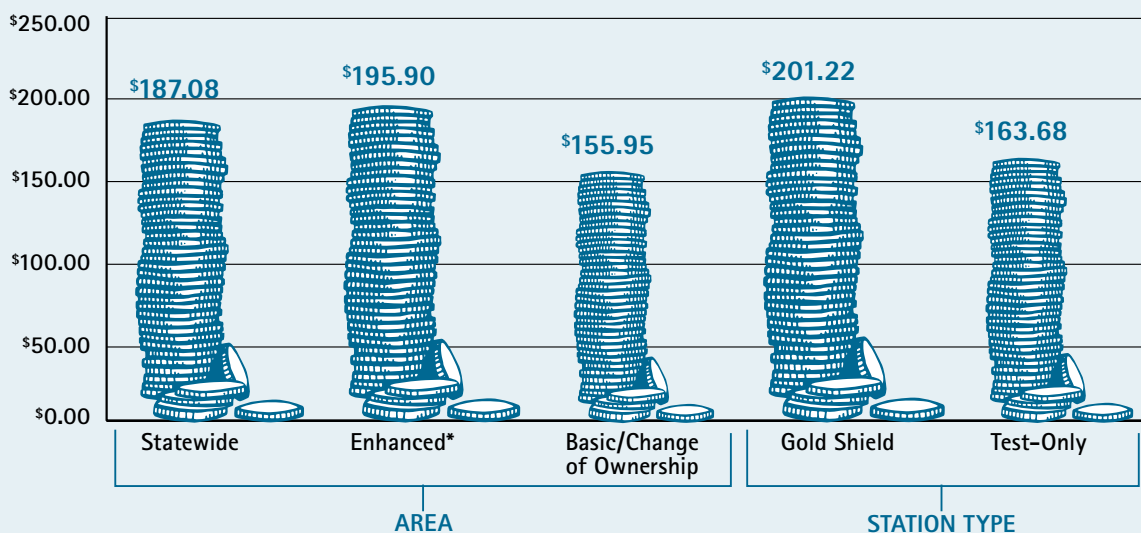
Station Type	# Tested	# Failed	Failure Rate
Test and Repair	958,958	100,026	10.4%
Test-Only	1,377,769	209,577	15.2%
Gold Shield	136,962	19,093	13.9%

VEHICLES TESTED BY PROGRAM AREA

Program Area	# Tested	# Failed	Failure Rate
Enhanced*	2,272,659	306,382	13.5%
Basic	197,580	22,439	11.4%
Change of Ownership	19,559	2,393	12.2%
Total**	2,489,798	331,214	13.3%

* Includes both full and partial enhanced areas.

REPAIR COST STATISTICS BY AREA AND SPECIFIC STATION TYPE



* Includes both full and partial enhanced areas. 308 hardship extensions, 293 waivers granted.

CAP Eligibility Guidelines Increased

Thanks to the passage of a new assembly bill, a larger number of income-eligible Californians can now apply to the Consumer Assistance Program (CAP). Those who qualify for repair assistance can receive up to \$500 of emission-related repairs following a failed Smog Check inspection.

Assembly Bill (AB) 383, authored by Assembly Member Cindy Montañez (D-San Fernando), increases the level of income eligibility from 185 percent of the Federal Poverty Guidelines (FPG) to 200 percent of the FPG. To include more consumers in the program, this legislation increases the maximum income requirement from \$37,000 per year to \$40,000 per year for a family of four.

The bill, enacted January 1, 2006, also provides for an additional increase in the income eligibility requirements up to 225 percent, if the Department of Consumer Affairs determines there are sufficient funds. As a result, the Bureau of Automotive Repair (BAR) has prepared a rulemaking file that proposes to increase the income eligibility requirements for the Repair Assistance Program to 225 percent of the FPG, the maximum



amount authorized by AB 383. If approved by the Department of Consumer Affairs and the Office of Administrative Law, and filed with the Secretary of State, the 225 percent FPG will increase the maximum income requirement from the current \$40,000 per year to \$45,000 per year for a family of four. If the proposal is approved, implementation is expected to be complete by the end of summer or early fall.

“These increased income eligibility guidelines provide an opportunity for many more California motorists to obtain financial assistance in repairing their vehicles after they fail a Smog Check,” said CAP Program Manager Michael Lafferty. “BAR is also encouraging shop owners and managers to help eligible customers apply for repair assistance.”

Shops can help their customers apply for CAP assistance—repair assistance or vehicle retirement—by making the applications readily available at their counters, and posting the Breathe Easier poster in an area where customers congregate, such as customer lounges or waiting rooms.

For more information, or to download an application for the Repair Assistance Program, visit the BAR Web site at www.smogcheck.ca.gov. To order a supply of applications, application holders, or Breathe Easier posters, contact CAP toll-free at (866) 272-9642.

Comments Offered at Fuel Evap Testing Workshops

Smog Check station operators offered comments and suggestions on how the Bureau of Automotive Repair (BAR) can successfully implement a fuel evaporative test recommended by the Air Resources Board (ARB) at a series of workshops held in early Spring.

The fuel evaporative test is being proposed for 1976 through 1995 model year vehicles. The tests will identify those vehicles that may be emitting harmful pollutants that are not currently being captured by other tests. Studies indicate that the program will require more than 5 million vehicles to be tested, 10.6 percent of which will fail. In addition, the average repair to the evaporative system will be \$161 based on a \$74 per hour labor rate. The test will take approximately eight minutes to complete, and it is estimated the program will remove 14 tons of hydrocarbon (HC) pollutants from the air every day.

To participate in the program, Smog Check stations will be required to purchase a tester. Depending on the manufacturer, prices for testers range from \$2,500 to \$4,000 each, with a one-year warranty.



Workshop attendees had the opportunity to ask questions about the new testing procedures.

Workshops were held in El Monte in Southern California and in Sacramento and Pleasanton in Northern California. Approximately 60 representatives from industry, vendors who plan to manufacture the equipment, and other interested parties attended the Sacramento workshop, while 140 attended in El Monte and 90 participated in the Pleasanton workshop. The workshops featured a PowerPoint presentation followed by a question and answer session, and ended with a demonstration of an actual test being performed on a simulated evaporative system.

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We Get Questions...

By Alan Coppage



Q The “fast pass” program in the BAR97 machine makes it look like I have not fixed cars completely. If BAR made the BAR97 machine run the full duration, wouldn’t my repairs look better because the emissions would drop while on the dynamometer?

Patrick Schuster, Laguna Beach, CA

A Since it was implemented in California, Fast Pass has saved over a million hours of test time, which is what it was designed to do. The good news is that it also saves shops/technicians time, and saves consumers money. But, in addition, it reduces emissions and fuel use that would occur if the test were always run for full duration. In general, the emission levels for properly preconditioned vehicles are well below cutpoints when the fast pass emission levels are recorded. If the vehicle being tested is at normal operating temperature, the emissions readings should be representative of the initial or post repair on-road emission levels.

Of course, the key to getting full credit for your emission reductions is to properly complete the necessary repairs before you test the vehicle. The most helpful thing BAR can suggest is to use the Diagnostic Flow Chart and Vehicle Information Data Sheet to ensure all appropriate diagnostic steps were followed prior to performing any repairs. Here are some simple questions to ask yourself:

- Have all of the original settings been achieved?
- Is the fuel system operating properly?
- Have all of the emissions-related defects been corrected?
- Is the vehicle at normal operating temperature?

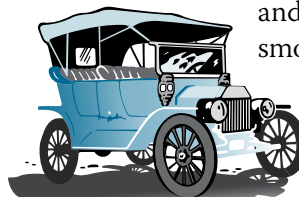
The answers to these key questions will help you and other technicians make a proper diagnosis and ensure the vehicle is truly ready for its official Smog Check inspection. It is in your best interest to make sure the car is fixed and operating optimally before you drive it onto the dynamometer and the emission readings are set in stone. As you have already discovered, those readings may not reflect all your hard work if the vehicle is not ready for the official test.

Q What year cars are exempt from biennial Smog Checks?

Robert Mackenzie, San Pedro, CA

A Figuring out what vehicles are exempt from biennial Smog Checks can be confusing. Here’s how the exemptions break out by model year:

- Vehicles 6 model-years and newer are exempt. For vehicles with registration renewals due in the 2006 calendar year, this exemption includes model-years 2001, 2002, 2003, 2004, 2005 and 2006.
- Vehicles 4 model-years old and newer are exempt upon change of ownership and transfer of title transactions with DMV. In 2006, this exemption includes model-years 2003, 2004, 2005 and 2006.
- The 30-year rolling exemption was repealed on April 1, 2005, making vehicles model-year 1975



and older exempt from state smog inspections. Therefore, 1976 model-year and newer vehicles will continue to be subject to biennial inspection indefinitely.

- Vehicles being initially registered in California that were previously registered in another state are exempt if the vehicle is a 1975 or older model-year vehicle.

However, newer vehicles in the first 6 model years are not exempt upon initial registration in California. These vehicles *are required* to undergo a Smog Check inspection.



NGET Program *continued from cover*

"We specifically chose those counties to be first because if there was a problem, the counties were close by BAR headquarters and we could provide immediate assistance to any of the stations that might be having any glitches with the new system," Vanderlaan said. "It was also critical that we bring up adjacent counties so that we would be able to serve motorists who traveled between them."

On June 9, Gold Shield stations were brought on-line, followed by stations with licenses ending in zero on June 12. Stations with licenses ending in 1, 2, or 3 were added on June 14, those with licenses ending in 4, 5, or 6 came into the system on June 16, and, on June 19, stations with licenses ending in 7, 8, or 9 came on-line, completing the transition.

While there were some glitches, BAR staff and the SGS Testcom team were able to handle them without significant problems.

The implementation plan for the new system had been in the testing phase for many months before the official launch. It had been tested in the laboratory, but never live. Several earlier start-up dates were also tested, but were abandoned until the system was ready to handle the huge volume of data required to make the transition successful.

"In all, we are pleased with how well the implementation went," Vanderlaan added. "It was a tremendous effort on the part of many dedicated individuals including BAR staff and the SGS Testcom team."

Testing Workshops *continued from page 9*

Concerns raised at the workshops included profitability due to the age of the affected year model cars, as well as the number of those cars being directed to Test-Only stations, the purchase price of the test equipment required, and the warranty or service contract required. Training, the use of a phone line to transmit the test data, the use of nitrogen rather than shop air in the test, and the interface with existing tests were also discussion topics at the workshops.

Information gathered at the workshops, along with written comments sent to BAR, will be taken into consideration when developing new regulations that will guide implementation of the test. A PowerPoint presentation that includes the questions posed at the workshops and the answers to them is available on the BAR Web site at www.smogcheck.ca.gov. In addition, transcripts of all three workshops are available at a cost of \$76.07, and a CD of the 2005 Low Pressure Fuel Evap (LPFET) roadside test data is available for \$131.40. To order, call the BAR Engineering Division at (916) 255-3222.

A panel of experts listened to the suggestions and concerns of Smog Check station owners and operators.



Homework *continued from page 7*

The course will provide an overview of the following topics:

- Computer Control Systems Interaction and Advanced Fuel Trim Diagnostics
- Networking and Controller Area Network (CAN)
- OBD II Mode 6 Diagnostics
- OBD II Evaporative Emission Control System Diagnostics and Repair
- Technical service bulletins and using manufacturers' Internet sites
- Computer program re-flashing
- BAR program updates

To pass the course, students will be required to:

- Complete and turn in the 50-question quiz found in the textbook at the beginning of the course

- Successfully complete all the laboratory examinations
- Attend the full course hours, and
- Pass the written final examination with a score of 70 percent or better.

"Most schools have said they expect to offer this new course on two consecutive Saturdays, or three week-night classes. We're encouraging technicians to take the course as soon as possible, regardless of when their licenses expire," said Brumett. "All the schools listed on our Web site are certified to teach this course."

To find the schools nearest you teaching the 2007 update course, visit the BAR Web site at www.smogcheck.ca.gov/sandt/schools. Contact the school directly for course schedules and how to obtain the course materials.



DISCIPLINARY ACTIONS Southern Region

November 2005

Samer Elias Faggouseh, Lawndale

Technician

Order: Advanced Emission Specialist

Technician License is revoked. (11/28/2005)

Universal City Nissan, Los Angeles

Morris Schrage, President

Order: ARD Registration is suspended for thirty (30) days, with the suspension stayed for two (2) years and placed on probation. Smog Check Station License is revoked.

Report to BAR. Pay BAR \$5,300.00.

John A. Suderman, Burbank

Technician

Order: Advanced Emission Specialist

Technician License is revoked. (11/28/2005)

Best Lube N Tune #1, Cathedral City

Marty Lynn Gentry, President

Order: ARD Registration and Smog Check Station License are revoked.

Best Lube N Tune #2, Indio

Marty Lynn Gentry, President

Order: ARD Registration and Smog Check Station License are revoked. (11/21/2005)

Smog Center, Palmdale

Jamal Ayed Haddad, Owner

Order: ARD Registration is revoked, stayed and placed on probation for three (3) years. Smog Check Station License and Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years and is suspended for forty-five (45) days. Report to BAR. Pay BAR \$10,000.00. (11/21/2005)

Jimenez Auto Service, San Clemente

Jose L. Jimenez and Rafael Jimenez, Partners

Order: ARD Registration is permanently invalidated. (11/14/2005)

Bert Douglas Johnson, Westminter

Technician

Order: Advanced Emission Specialist

Technician License is revoked. (11/14/2005)

Escondido Test Only Smog Center, Escondido

Paul Thomas Hyde, Owner

Order: ARD Registration, Smog Check Station License, and Advanced Emission Specialist Technician License are revoked. (11/14/2005)

Precision Tune Auto Care, Escondido

Awad Algam Abu, Owner

Order: ARD Registration and Smog Check Station License are revoked. (11/14/2005)

December 2005

EZ Smog Test Only, Paramount

Lucas Lee, Owner

Order: ARD Registration is permanently invalidated. Smog Check Station License and Advanced Emission Specialist Technician License is revoked. Pay BAR \$2,698.09. (12/19/2005)

Econo Lube N Tune #51, Lemon Grove

Kiran B. Shah, President

Order: ARD Registration and Smog Check Station License are revoked. Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years and suspended for ninety (90) days. Report to BAR. Complete training. Pay BAR \$9,500.00.

Gary Martin Ohl, Lemon Grove

Technician

Order: Advanced Emission Specialist Technician is revoked. Pay BAR \$9,500.00.

Econo Lube N Tune #51, Lemon Grove

Karen Mehta, President

Order: ARD Registration and Smog Check Station License are revoked, stayed and placed on probation for three (3) years and suspended for ten (10) days. Report to BAR. (11/28/2005)

Lawrence Haine, Yucca Valley

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for one (1) year. Report to BAR. Complete training. (12/05/2005)

Daniel Arthur Peck, Palm Springs

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for one (1) year. Report to BAR. Complete training. (12/05/2005)

Wael Nael Abdullah, Escondido

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years. Report to BAR. Complete training. (12/05/2005)

Jeff Bruce Van Duyne, San Diego

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years. Report to BAR. Complete training. (12/05/2005)

Hawthorne Test Only, Hawthorne

Antonio Gonzalez, Owner

Order: ARD Registration and Smog Check Test Only Station License are revoked.

December 2005 (continued)

Eduardo Mesa Espinoza, Hawthorne

Technician

Order: Advanced Emission Specialist

Technician License is revoked. (12/01/2005)

January 2006

Top Tune #2, San Clemente

Mohammad H. Sadigh, aka Mohammad Hossein Sadigh, Owner

Order: ARD Registration is revoked, stayed and placed on probation for five (5) years and suspended for ten (10) days. Smog Check Station License and Advanced Emission Specialist Technician License is revoked. Report to BAR. Pay BAR \$2,472.00. (01/03/2006)

ARCO Smog Pros, North Hollywood

Louay Nasrallah, aka Louay Faye Nasrallah and Rabi Kalek, Partners

Order: Smog Check Station License is revoked. Advanced Emission Specialist Technician License issued to Louay Faye Nasrallah is revoked. ARD Registration is revoked, stayed and placed on probation for two (2) years. Report to BAR. Pay BAR \$4,915.21. (01/03/2006)

Fergusons Auto Center, Garden Grove

Craig Ferguson, Owner

Order: ARD Registration is invalidated, stayed and placed on probation for three (3) years and suspended for fifteen (15) days. Smog Check Station License is revoked, stayed and placed on probation for three (3) years and suspended for fifteen (15) days. Report to BAR. Pay BAR \$10,000.00.

Charles R. Dumont, San Juan Capistrano

Order: Advanced Emission Specialist Technician license is revoked. Pay BAR \$10,000.00. (01/04/2006)

February 2006

Smog Pros, Buena Park

Jahan Ghajar Jahangiri, Owner

Order: ARD Registration is revoked, stayed and placed on probation for three (3) years. Smog Check station license is revoked, stayed and placed on probation for three (3) years and suspended for ten (10) days Report to BAR. Complete training. Pay BAR \$7,446.94.

Michael A. Abramson, Buena Park

Technician

Order: Smog Check Station License is surrendered. (02/06/2006)

Anthony Subayer, San Pedro

Technician

Order: Advanced Emission Specialist Technician License is revoked. (02/06/2006)



DISCIPLINARY ACTIONS Northern Region

November 2005

John Henry Glinka, Browns Valley
Technician

Order: Basic Area Technician License is revoked. Pay BAR \$2,974.13. (11/14/2005)

Tony's Car Care, Modesto

Eric Joseph Dietz, Owner

Order: ARD Registration is permanently invalidated. Smog Check Test Only Station License and Advanced Emission Specialist Technician License are revoked. (11/28/2005)

Speedy Smog, Bakersfield

Charles Mark Armstrong and David Everett Webb, Partners

Order: ARD Registration and Smog Check Station License are surrendered. Advanced Emission Specialist Technician License issued to Charles Mark Armstrong is surrendered. (11/28/2005)

December 2005

No Northern Region Disciplinary Actions for December 2005.

January 2006

Delta Smog Check Inc., Stockton

Edward Lay, Owner

Order: Advanced Emission Specialist Technician License and Smog Check Test Only Station License are revoked. ARD Registration is permanently invalidated. Pay BAR \$16,313.77. (01/27/2006)

Hernandez Auto Repair, Santa Maria

Javier Hernandez, Owner

Order: ARD Registration is revoked and permanently invalidated. (01/27/2006)

February 2006

The Pep Boys Manny Moe & Jack of California dba Pep Boys Manny Moe & Jack #801, Santa Maria

George Babich, President

Order: ARD Registration is revoked, stayed and placed on probation for three (3) years. Smog Check station license is revoked. Report to BAR. Pay BAR \$6,180.00. (02/06/2006)

Direct Auto, Richmond

Silvia Margarita Leon, Owner

Order: ARD Registration and Smog Check Test Only Station License is revoked.

Jacqueline Sanchez Flores, San Pablo
Technician

Order: Advanced Emission Specialist Technician License is revoked. (02/23/2006)

Under the Hood

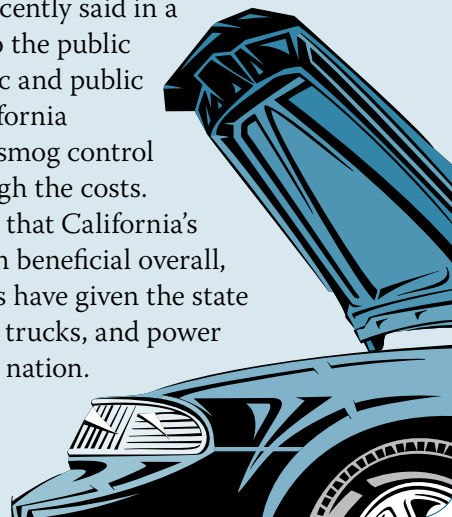
SHORT STORIES AND BREAKING NEWS FROM AROUND THE STATE

The California Motor Car Dealers Association (CMCDA) recently held a fundraising dinner to benefit its Scholarship Foundation. The Foundation was created to help recruit high school and college students for careers in the automotive field. According to CMDCA, the State's new car dealers will need to recruit and train thousands of automotive technicians in order to meet the need in today's marketplace.

The California Air Resources Board (ARB) recently voted to adopt more stringent emission standards and test procedures for forklifts and similar industrial equipment. The new rules require forklift engine manufacturers to meet more stringent emission limits for new forklifts sold in California, and requires operators of existing forklifts to reduce emissions by retrofit, or replacement of the engines or equipment with cleaner models. The rules are expected to reduce smog-forming hydrocarbon and NOx (oxides of nitrogen) emissions by 5.6 tons per day in 2010 and 6.2 tons per day in 2020—the equivalent of removing over 200,000 cars from the road.

California's Hydrogen Highway is growing. Stations recently opened in Oakland and Burbank, bringing the total number of stations that have opened to 23 since the Governor signed an Executive Order in April of 2004. The State has set a goal of establishing 150 to 200 stations along major California highways by 2010.

An 11-member committee of the National Research Council, a group of engineering, health, and public policy experts, recently said in a report released to the public that the economic and public health gains California receives from its smog control programs outweigh the costs. The report added that California's program has been beneficial overall, and the programs have given the state the cleanest cars, trucks, and power equipment in the nation.





SMOG CHECK CITATIONS

APRIL 2006

Name	Address	City	Zip	Level	ARD No.	Citation No.	\$ Amnt
K T AUTO & TIRE	1163 S LA BREA AVENU	LOS ANGELE	90019	1	AF 222324	C-06-0436	\$500
SMOG BUSTERS	2590 VALLEY RD	SACRAMENTO	95821	1	AM 208482	C-06-0458	\$500
NAPA QUICK SMOG	660 SOSCOL AVENUE	NAPA	94559	1	AB 231943	C-06-0462	\$500
DISCOUNT SMOG CENTER	1003 BERRYESSA ROAD	SAN JOSE	95133	3	AJ 235759	C-06-0472	\$2,000
ADVANCED SMOG CENTER	1881 WALTERS COURT S	FAIRFIELD	94533	1	AE 227693	C-06-0476	\$500
SOUTH CAL SMOG	4645 RUFFNER STREET	SAN DIEGO	92111	1	AB 203710	C-06-0482	\$500
RELIANCE AUTO SERVICE INC	2594 WILLOW PASS ROA	BAY POINT	94565	1	AM 225370	C-06-0484	\$500
M J AUTOMOTIVE	5780 MAIN ST	OAKLEY	94561	1	AB 171081	C-06-0486	\$500
SMOG PEOPLE	16500 LOS GATOS BLVD	LOS GATOS	95032	3	AK 230332	C-06-0490	\$2,000
ADVANCED SMOG TEST ONLY	899 AIRPORT BLVD	SOUTH SAN	94080	1	AK 236093	C-06-0492	\$500
PORTOLA VALLEY SHELL	201 LA CUESTA DRIVE	MENLO PARK	94028	1	AK 230387	C-06-0494	\$500
PLAZA AUTO REPAIR	2658 SPRING ST #D	REDWOOD CI	94063	1	AJ 135060	C-06-0504	\$500
ADVANCED SMOG TEST ONLY	140 B SOUTH LINDEN A	SOUTH SAN	94080	1	AH 235231	C-06-0506	\$500
FOOTHILL SMOG	17494 FOOTHILL BLVD	FONTANA	92335	1	AC 198507	C-06-0508	\$500
GOOD TO GO SMOG CHECK	345 E TODD ROAD	SANTA ROSA	95407	1	AK 235934	C-06-0510	\$500
ALS 5TH & E SHELL SERVICE	501 5TH ST	MARYSVILLE	95901	1	AD 146369	C-06-0514	\$500
AUTOMOTIVE SMOG CHECK TES	13642 EUCLID STREET	GARDEN GRO	92843	1	AF 222323	C-06-0518	\$500
SPEEDY AUTO CARE	5490 DEWEY DR	FAIR OAKS	95628	1	AE 210722	C-06-0519	\$500
ALPHA SMOG	2938 CROCKER AVENUE	REDWOOD CI	94063	1	AB 237757	C-06-0521	\$500
JUST SMOGS	7722 TALBERT ST UNIT	HUNTINGTON	92648	1	AB 226095	C-06-0531	\$500
PIERCE SMOG TEST ONLY	10941 HOLE AVE #B	RIVERSIDE	92505	1	AJ 229693	C-06-0533	\$500
SMOG DEPOT 2	10433 FOLSOM BLVD	RANCHO COR	95670	1	AG 206070	C-06-0554	\$500
CAMPBELLS SERVICE CENTER	115 S HWY 49	JACKSON	95642	1	AC 220762	C-06-0556	\$500
FAUJI AUTO REPAIR & SMOG	1107 FRANKLIN AVE	YUBA CITY	95991	1	AA 231463	C-06-0560	\$500
SANTA CLARA COUNTY SMOG T	16540 RAILROAD AVE #	MORGAN HIL	95037	1	AK 230140	C-06-0564	\$500
EXPRESS TEST ONLY CENTER	12232 BEACH BLVD	STANTON	90680	2	AF 234150	C-06-0568	\$1,000
IN N OUT SMOG CHECK NO 2	36 WASHINGTON STREET	SANTA CLAR	95050	1	AE 239546	C-06-0571	\$500
CHECK & GO SMOG CENTER	17905 MONTEREY STREE	MORGAN HIL	95037	1	AM 237159	C-06-0581	\$500
INTERNATIONAL SMOG TEST O	1208 INTERNATIONAL B	OAKLAND	94606	2	AL 236601	C-06-0589	\$1,000
ADVANCED SMOG	8518 CHURCH #2	GILROY	95020	1	AL 236681	C-06-0595	\$500
SUPER SMOG	10281 BEACH BLVD #A	STANTON	90680	2	AM 164263	C-06-0601	\$1,000
SMOG X-PRESS TEST ONLY ST	219 OLD COUNTY ROAD	SAN CARLOS	94070	1	AD 233236	C-06-0605	\$500
BROADWAY SMOG STATION	288 28TH STREET	OAKLAND	94611	2	AL 236372	C-06-0607	\$1,000
NAPA SMOG TEST ONLY	1509 MAIN STREET	NAPA	94559	2	AE 239735	C-06-0609	\$1,000
SMOG ALL	988 HOWARD AVENUE B	BURLINGAME	94010	1	AM 236769	C-06-0617	\$500
A A SMOG TEST ONLY	1589 E MISSION BLVD	POMONA	91766	1	AD 239101	C-06-0642	\$500

May 2006

EAGLE ROCK TEST ONLY	4780 EAGLE ROCK BLVD	LOS ANGELE	90041	2	AK 230169	C-05-0202	\$1,000
SMOG CENTER #2	22367 HIGHWAY 18 #B	APPLE VALL	92307	1	AH 217416	C-05-0320	\$500
G V SMOG	11641 NEVADA CITY HW	GRASS VALL	95945	3	AC 215234	C-06-0276	\$2,000
ACCURATE SMOG OF SOUTH BA	3109 W 190TH ST	TORRANCE	90504	1	AB 226438	C-06-0500	\$500
AUTOTEK	8650 NORTH ANTELOPE	ANTELOPE	95843	1	AG 200544	C-06-0543	\$500
SMOG MASTER	406 S CHESTER AVE	BAKERSFIEL	93304	2	AB 231975	C-06-0547	\$1,000
PERFORMANCE SERVICE CENTE	350 LINCOLN WAY	AUBURN	95603	1	AD 204989	C-06-0550	\$500
T O S SMOG	8960 GREENBACK LN	ORANGEVALE	95662	1	AH 206785	C-06-0562	\$500
SMOG INN	17222 GOTHARD ST #E	HUNTINGTON	92647	2	AJ 229591	C-06-0573	\$1,000
OLD TOWN SMOG TEST ONLY C	51 HORNLEIN COURT	GILROY	95020	1	AL 236590	C-06-0579	\$500
T N T SMOG	16860 JOLEEN WAY #7	MORGAN HIL	95037	1	AM 243064	C-06-0583	\$500
ALOHA SMOG TEST ONLY CENT	2720 ARTESIA BLVD	REDONDO BE	90278	1	AH 223558	C-06-0599	\$500
AMERICAN SMOG CENTERS	1425 N MARKET #2	SACRAMENTO	95834	1	AG 240494	C-06-0603	\$500
ONE WAY SMOG	2646 E ALESSANDRO	RIVERSIDE	92506	1	AK 236071	C-06-0611	\$500
ARDEN HIGH TECH AUTO REPA	2620 ARDEN WAY	SACRAMENTO	95864	1	AH 223290	C-06-0615	\$500



SMOG CHECK CITATIONS

May 2006 (continued)

Name	Address	City	Zip	Level	ARD No.	Citation No.	\$ Amnt
SMOG PROS 3RD AND DELAWARE	300 S DELAWARE STREE	SAN MATEO	94401	1	AD 238877	C-06-0619	\$500
MENLO PARK CHEVRON	1200 EL CAMINO REAL	MENLO PARK	94025	2	AL 47203	C-06-0621	\$1,000
CALIFORNIA SMOG AND LUBE	3096 LANDESS AVE	SAN JOSE	95132	1	AC 220683	C-06-0623	\$500
COLMA SMOG TEST ONLY CENT	4698 CALLAN BLVD	DALY CITY	94015	1	AK 236184	C-06-0625	\$500
T T SMOG	15202 WESTSTATE ST	WESTMINSTE	92683	2	AC 238194	C-06-0627	\$1,000
A 1 TEST ONLY SMOG CENTER	236 EL CAMINO REAL	SAN BRUNO	94066	2	AE 239356	C-06-0633	\$1,000
SMOG MASTER	2531 EL CAMINO REAL	SANTA CLAR	95051	1	AB 232208	C-06-0644	\$500
SMOG IT TEST CENTER	1088 W EVELYN AVE	SUNNYVALE	94086	1	AL 230550	C-06-0646	\$500
GARYS TEST ONLY SMOG CENT	2929 MIDDLEFIELD RD	REDWOOD CI	94063	1	AC 232489	C-06-0653	\$500
EZ SMOG CHECK	20641 PASCAL WAY #2	LAKE FORES	92630	1	AG 222484	C-06-0663	\$500
PRO SMOG TEST ONLY CENTER	7652 SLATER #5	HUNTINGTON	92647	2	AL 224964	C-06-0665	\$1,000
BREA'S SMOG TEST ONLY	815 S BREA BLVD	BREA	92821	1	AK 230395	C-06-0667	\$500
ONLY SMOG CHECK	11869 BEACH BLVD #E	STANTON	90680	1	AJ 241386	C-06-0669	\$500
CALIFORNIA TEST ONLY SMOG	450 W SAN CARLOS ST	SAN JOSE	95110	1	AF 228337	C-06-0685	\$500
BELMONT TEST ONLY CENTER	230 OLD COUNTY ROAD	BELMONT	94002	1	AK 242167	C-06-0691	\$500
PETES STOP GAS & AUTO SER	447 E WILLIAM STREET	SAN JOSE	95112	1	AF 234371	C-06-0702	\$500
MARTIN AUTOMOTIVE REPAIR	976 NORTH 4TH ST	SAN JOSE	95112	1	AM 181641	C-06-0715	\$500
PAUL & SONS AUTOMOTIVE	140 W RIDGECREST BLV	RIDGECREST	93555	2	AE 233940	C-06-0727	\$1,000

JUNE 2006

ORANGEVALE SMOG	9200 GREENBACK LANE	ORANGEVALE	95662	1	AA 219917	C-06-0577	\$500
SMOG EXPRESS	5931 FOLSOM BLVD	SACRAMENTO	95819	1	AM 219403	C-06-0585	\$500
RANCHO SMOG	10751 FOLSOM BLVD SU	RANCHO COR	95670	2	AG 222722	C-06-0593	\$1,000
STOCKTON SMOG	4629 N WEST LANE #6	STOCKTON	95210	1	AH 229293	C-06-0629	\$500
GLOBE SMOG CHECK TEST ONL	7649 LANKERSHIM BLVD	NORTH HOLL	91605	1	AK 218278	C-06-0635	\$500
GO SMOG GO	260 GARDEN HWY STE E	YUBA CITY	95991	2	AE 227541	C-06-0638	\$1,000
A 1 AUTO SERVICE & SMOG	1601 WELFORD CIRCLE	HAYWARD	94544	1	AD 239178	C-06-0640	\$500
JOHNSON AUTO REPAIR	1025 YOSEMITE BLVD	MODESTO	95354	1	AB 237976	C-06-0648	\$500
ROSEVILLE AUTO SMOG	534 VERNON STREET	ROSEVILLE	95678	1	AK 180890	C-06-0655	\$500
TOKAY SHELL	420 W KETTLEMAN LN	LODI	95240	3	AJ 185493	C-06-0657	\$2,000
SIERRA SMOG AND AUTO REPA	402 GRASS VALLEY HWY	AUBURN	95603	2	AJ 235844	C-06-0659	\$1,000
QUICK SMOG	1603 CARNEGIE ST	TURLOCK	95380	1	AC 238699	C-06-0661	\$500
NAPA VALLEY SMOG & DETAIL	684 LINCOLN AVENUE	NAPA	94558	2	AE 233634	C-06-0671	\$1,000
LAMBERT SMOG ONLY CENTER	2031 E LAMBERT RD	LA HABRA	90631	2	AE 221872	C-06-0675	\$1,000
CENTURY SMOG TEST ONLY CE	10000 S BUDLONG AVE	LOS ANGELE	90044	1	AL 230833	C-06-0681	\$500
MC RADIATORS & MUFFLERS	4234 C MONTEREY RD	SAN JOSE	95111	1	AM 231303	C-06-0687	\$500
VISTA TEST ONLY CENTER	24 A WOODLAND AVENUE	SAN RAFAEL	94901	1	AL 230903	C-06-0694	\$500
HATCHS SMOG TEST ONLY AND	11208 BURBANK BLVD	NORTH HOLL	91601	1	AD 239106	C-06-0696	\$500
SPEEDEE OIL CHANGE & TUNE	550 VETERANS BLVD	REDWOOD CI	94063	1	AG 206124	C-06-0698	\$500
SIERRA NEVADA TIRE & WHEE	1774 SOUTH CANYON WA	COLFAX	95713	2	AB 203702	C-06-0706	\$1,000
CLEAN PIPES CENTER	2400 FULTON AVE #H	SACRAMENTO	95825	2	AB 226239	C-06-0708	\$1,000
PETER SMOG CENTER	720 E HAMMER LANE #B	STOCKTON	95210	1	AB 232133	C-06-0713	\$500
VALENCIA SMOG CENTER	1633 VALENCIA STREET	SAN FRANCI	94110	1	AD 239163	C-06-0717	\$500
BAYSIDE AUTO CARE	1890 SOUTH NORFOLK S	SAN MATEO	94403	1	AA 237634	C-06-0719	\$500
UNION SMOG	2850 MIDDLEFIELD RD	REDWOOD CI	94063	1	AG 222486	C-06-0721	\$500
D & K AUTOMOTIVE	8500 THYS COURT STE	SACRAMENTO	95828	1	AJ 235658	C-06-0723	\$500
HIGH SIERRA AUTO & TRUCK	501 W RIDGECREST BLV	RIDGECREST	93555	2	AC 123978	C-06-0725	\$1,000
BUD EYRE CHEVROLET BUICK	321 N CHINA LAKE BLV	RIDGECREST	93555	2	AC 11795	C-06-0729	\$1,000
A-1 SMOG CHECK	423 E FLORENCE AVE #	INGLEWOOD	90301	2	AK 230447	C-06-0739	\$1,000
K C SMOG	3700 W PICO BLVD UNI	LOS ANGELE	90019	1	AF 205599	C-06-0745	\$500
STAR MOTOR IMPORTS	17945 NORTH MONTEREY	MORGAN HIL	95037	1	AC 198491	C-06-0759	\$500
Z SMOG	1290 W 9TH ST	UPLAND	91786	1	AG 212028	C-06-0767	\$500
TEST ONLY CENTER OF LA MI	14088-90 ROSECRAN AV	SANTA FE S	90670	1	AM 242826	C-06-0771	\$500



BAR Field Office Phone Numbers

Bakersfield	(661) 335-7400
Culver City	(310) 410-0024
Fresno	(559) 445-5015
Oceanside/San Diego	(760) 439-0942
Placentia	(714) 961-7940
Richmond	(510) 243-9410
Riverside	(951) 782-4250
Sacramento	(916) 255-4200
South San Francisco	(650) 827-2074
San Jose	(408) 277-1860
South El Monte	(626) 575-6934
Valencia	(661) 702-6600

BAR Executive Staff

Richard Ross
Chief

James Goldstene,
Deputy Chief
Administration Consumer Assistance
Program and Licensing

Other Helpful Numbers

BAR Licensing	(916) 255-3145
CAP	(866) 272-9642
DCA Consumer Information Center	(800) 952-5210
ET Help Desk	(866) 860-8509
Industry Ombudsman	(916) 255-2893
Parts Locator Service	(800) 826-3566
Referee Scheduling Center	(800) 622-7733
SGS Testcom	(866) 966-7664

(vacant)
Deputy Chief
Field Operations & Enforcement

Mike Vanderlaan
Deputy Chief
Smog Check, Engineering & Operations



Auto Repair & Smog Check News Staff

Editor/Contributing Writer
Kate McGuire

Contributing Writers

George Adelsperger	Jim Allen
Jeanne Brode	Wayne Brumett
Leslie Chavez	Joe Cheung
Alan Coppage	Rick Fong
Ken Harris	Stan Nowotenski
Gail Okamoto-Firth	Dick Sullivan
Vickie Van Vliet	

Photographer
Dick Sullivan

Copy Editor
June Vargas

Design/Layout
Carol Stover

If you have news stories or other items
you'd like to submit for publication in
the *Auto Repair & Smog Check News*,
please send them to:

Auto Repair & Smog Check News
BAR Communications
10240 Systems Parkway
Sacramento, CA 95827

